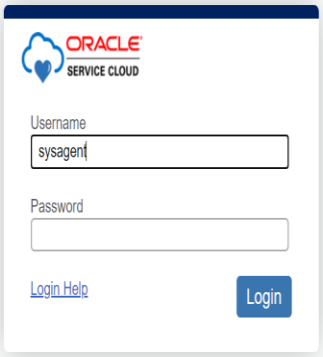
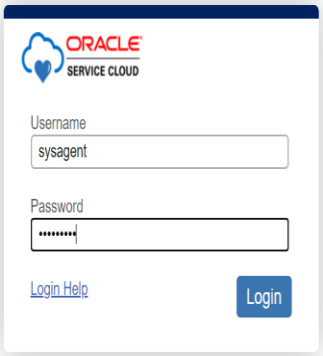
IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1
Requirement Name: CX
Execution Start Time:2020-08-06 12-55-20

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
34	33	1	Fail	1

Step No:1
Step Description: Enter sysagent in USERNAME
Expected Result: sysagent should be entered in USERNAME
Actual Result: The Element: USERNAME is set with text: sysagent
Status: Pass


Step No:2
Step Description: Enter *** in PASSWORD
Expected Result: *** should be entered in PASSWORD
Actual Result: The Element: PASSWORD is set with text: Agent1234
Status: Pass


Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass

Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass

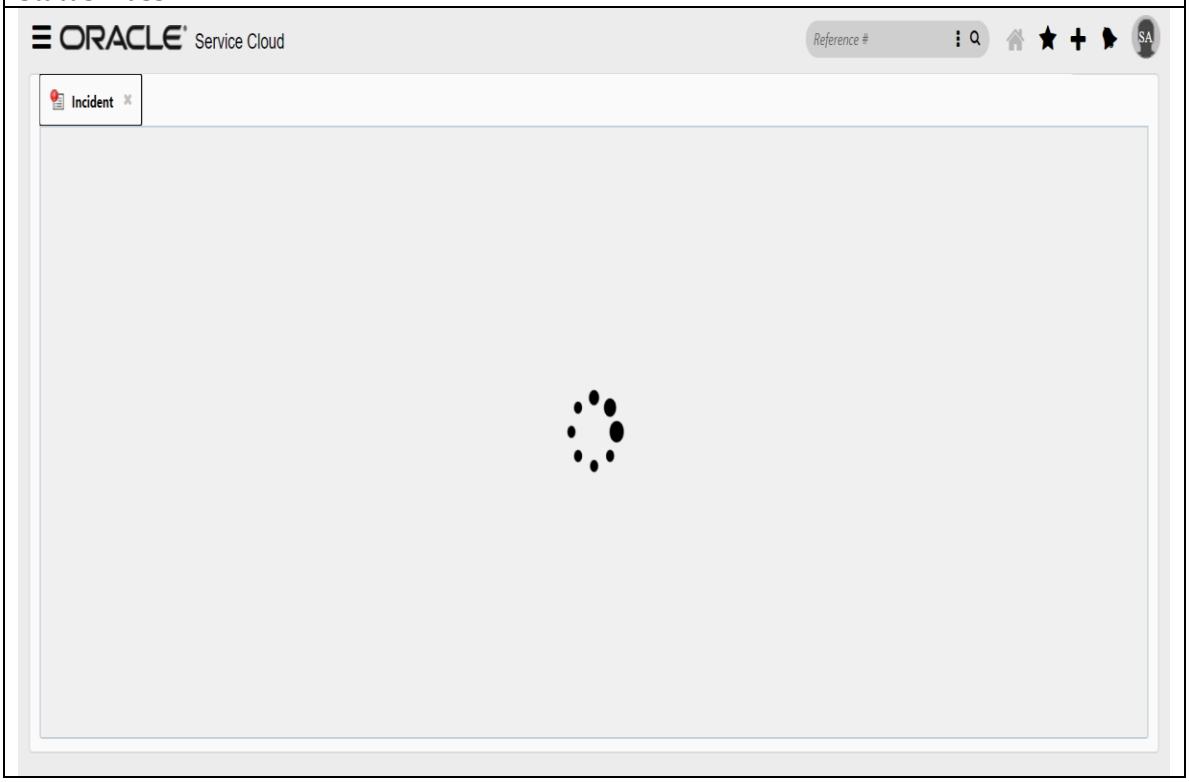
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



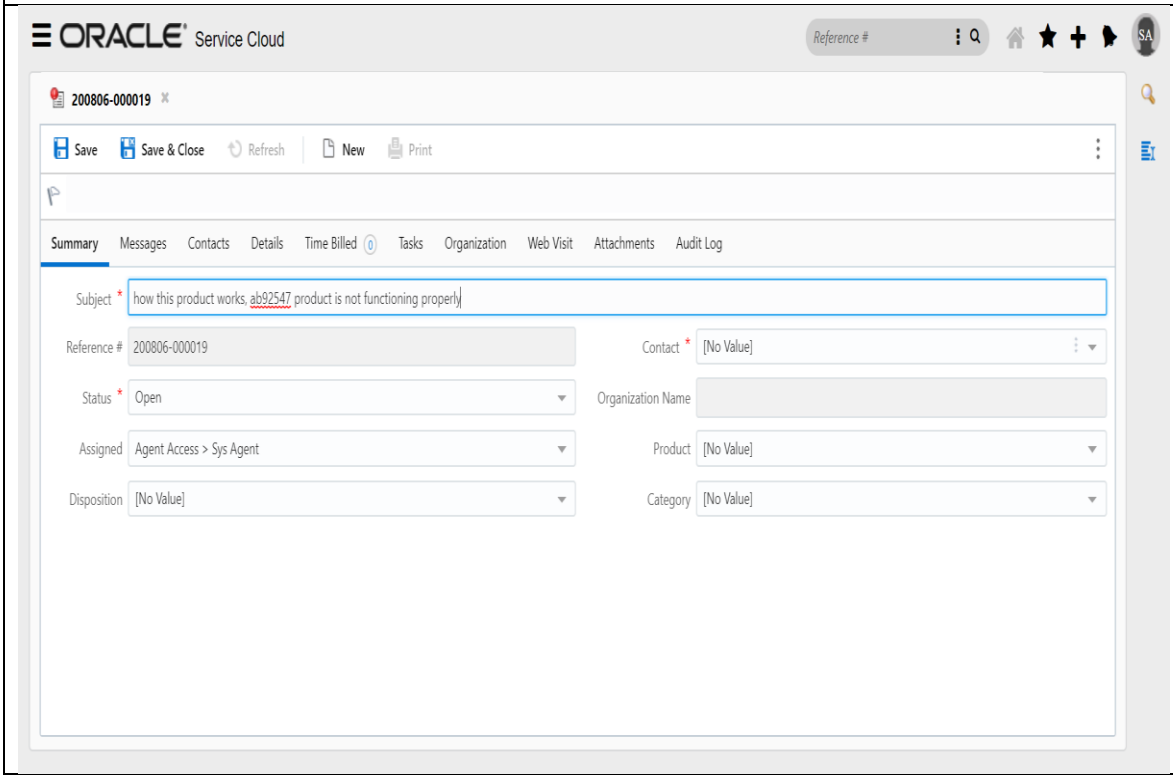
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



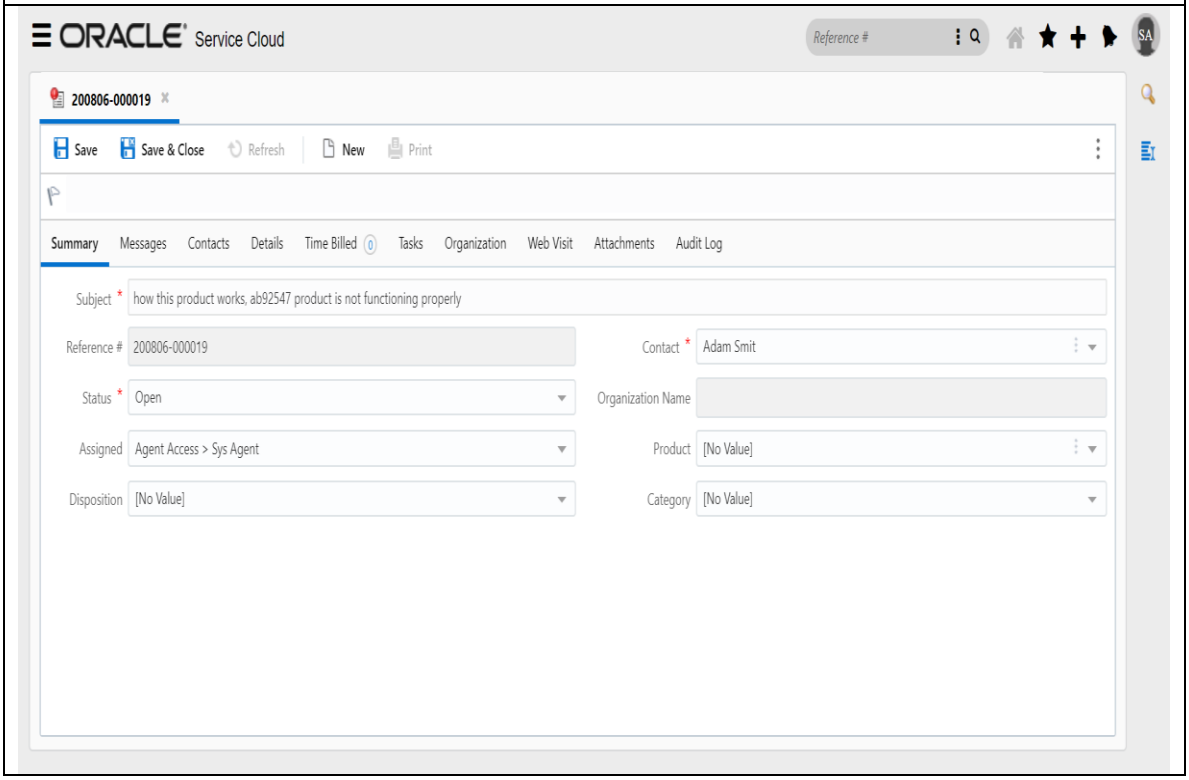
Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass



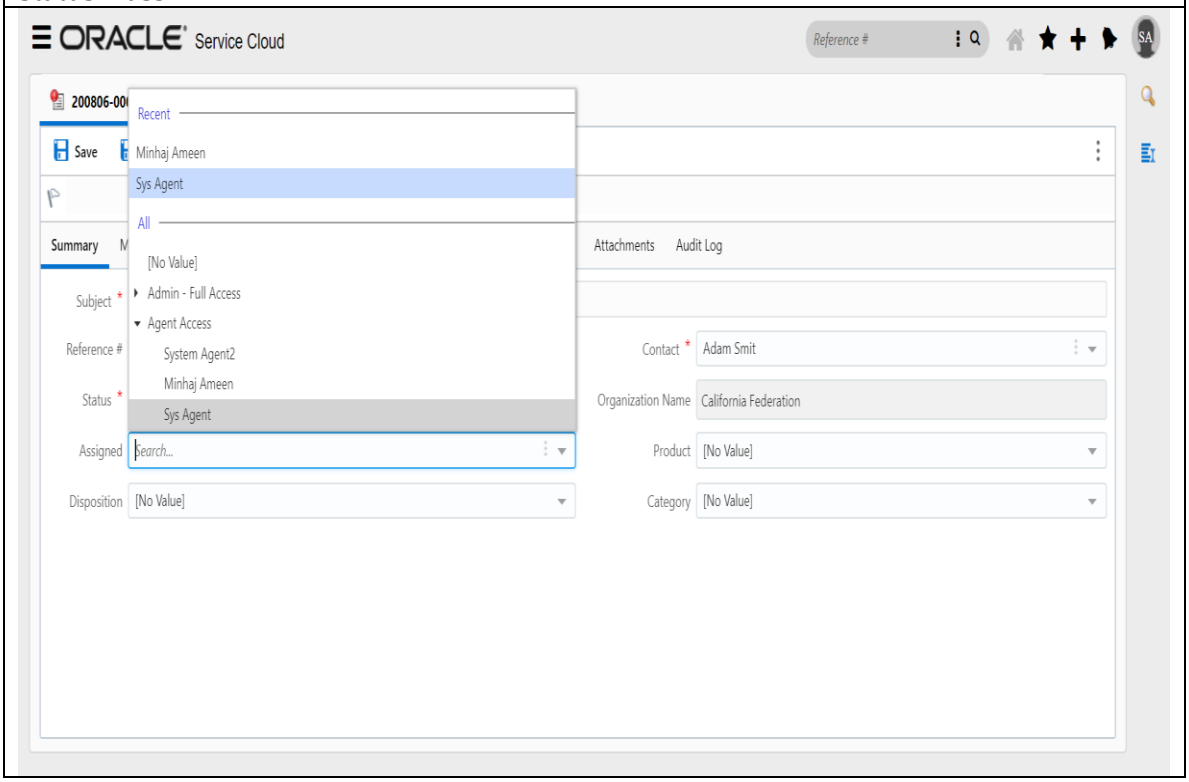
Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown shoud be listed

Actual Result: The Element: Assigned is clicked

Status: Pass



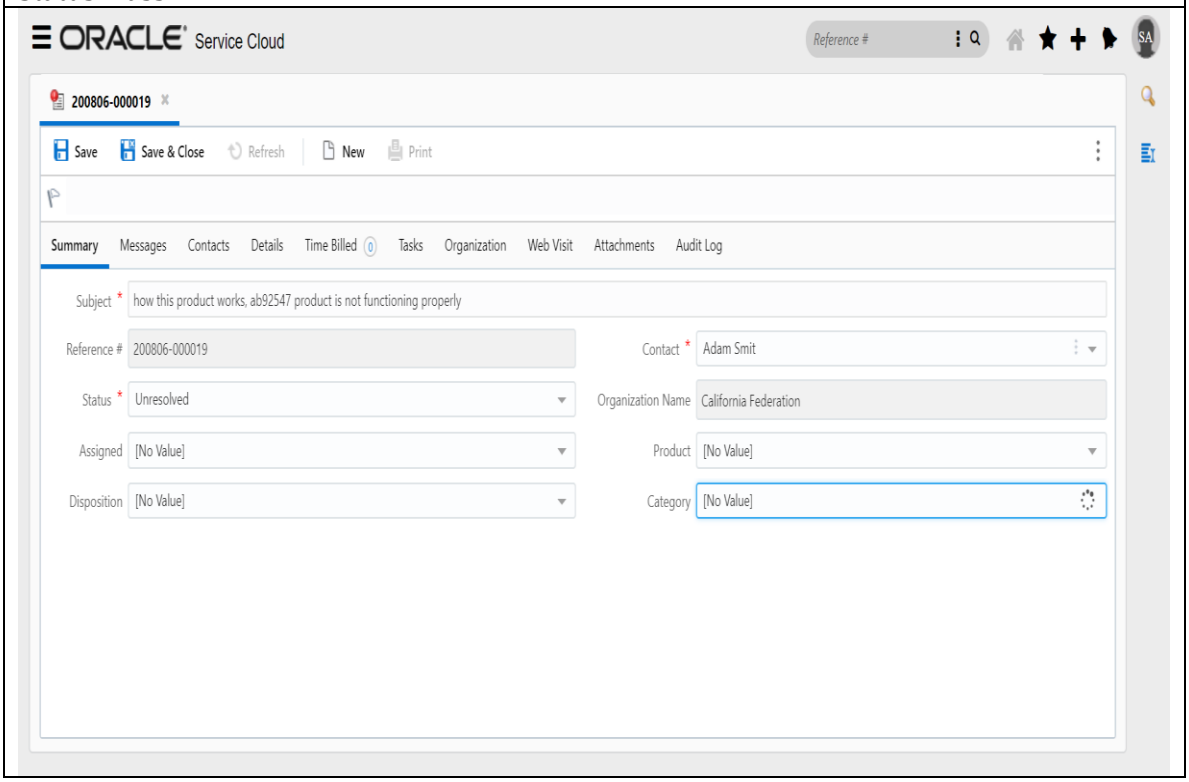
Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass



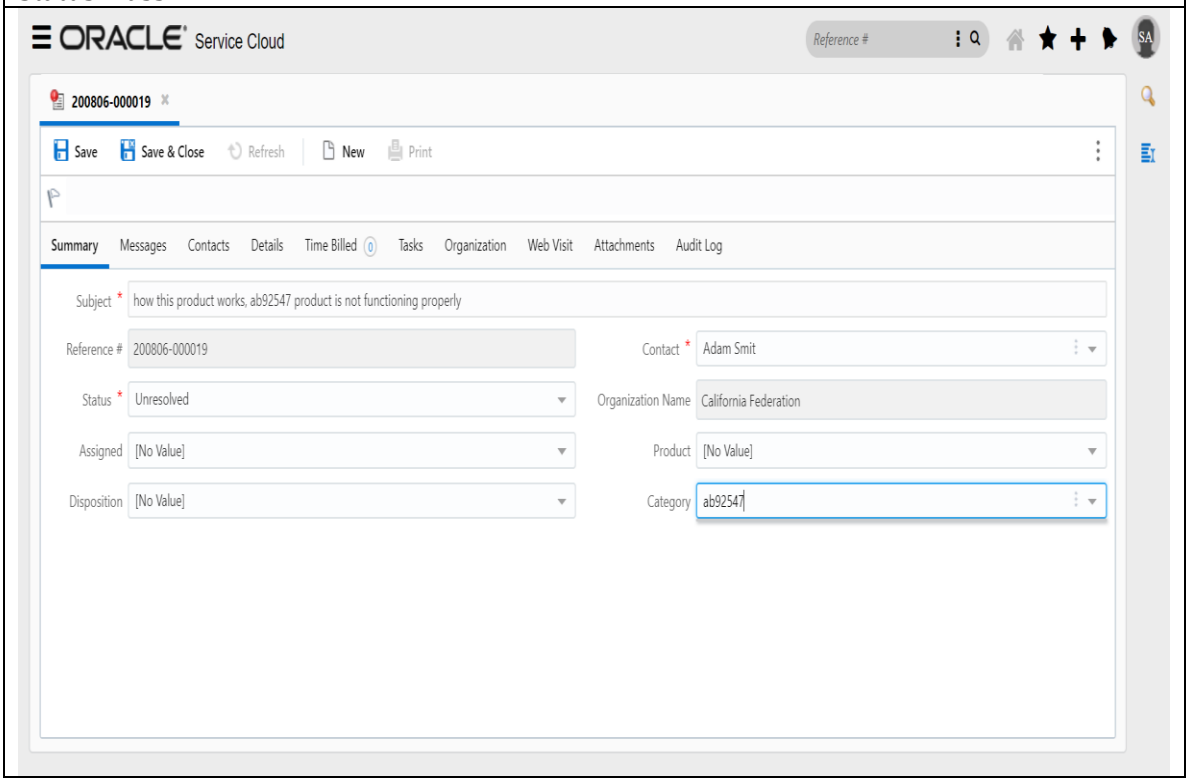
Step No:10

Step Description: Click on Primary Antibodies

Expected Result: Primary Antibodies should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass



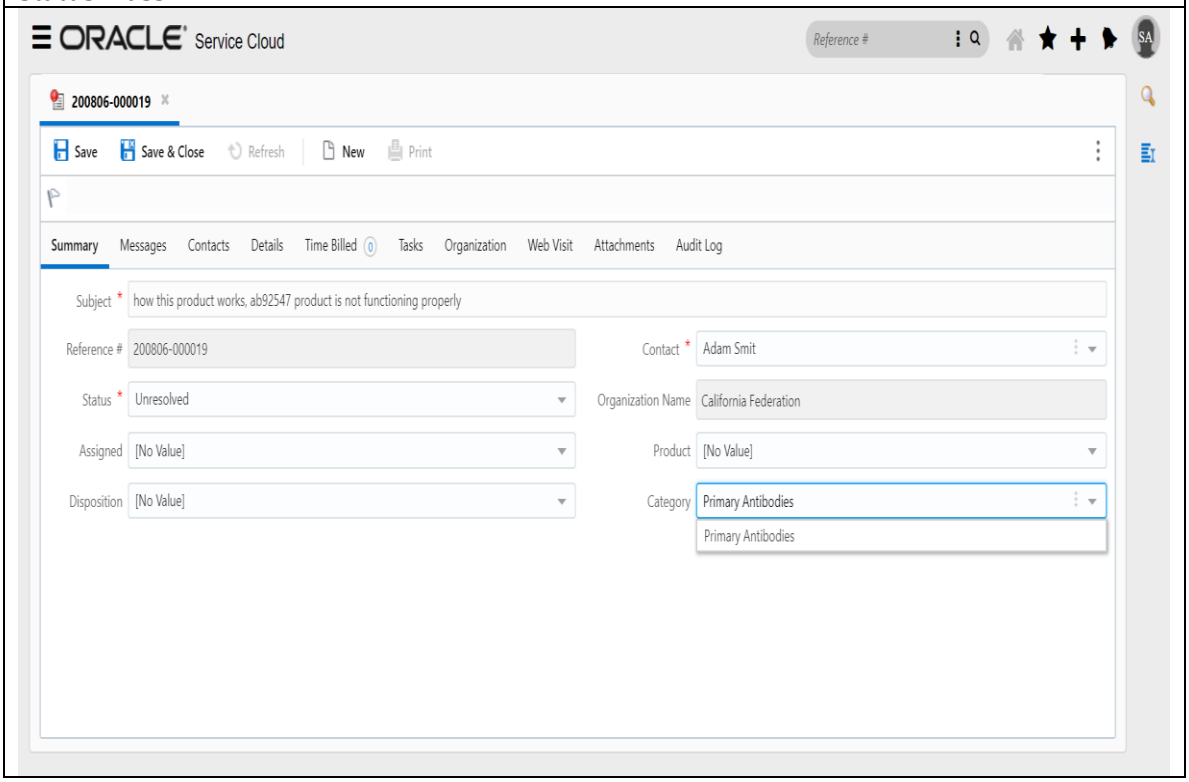
Step No:11

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: The browser had waited (hard wait) for: 5 seconds

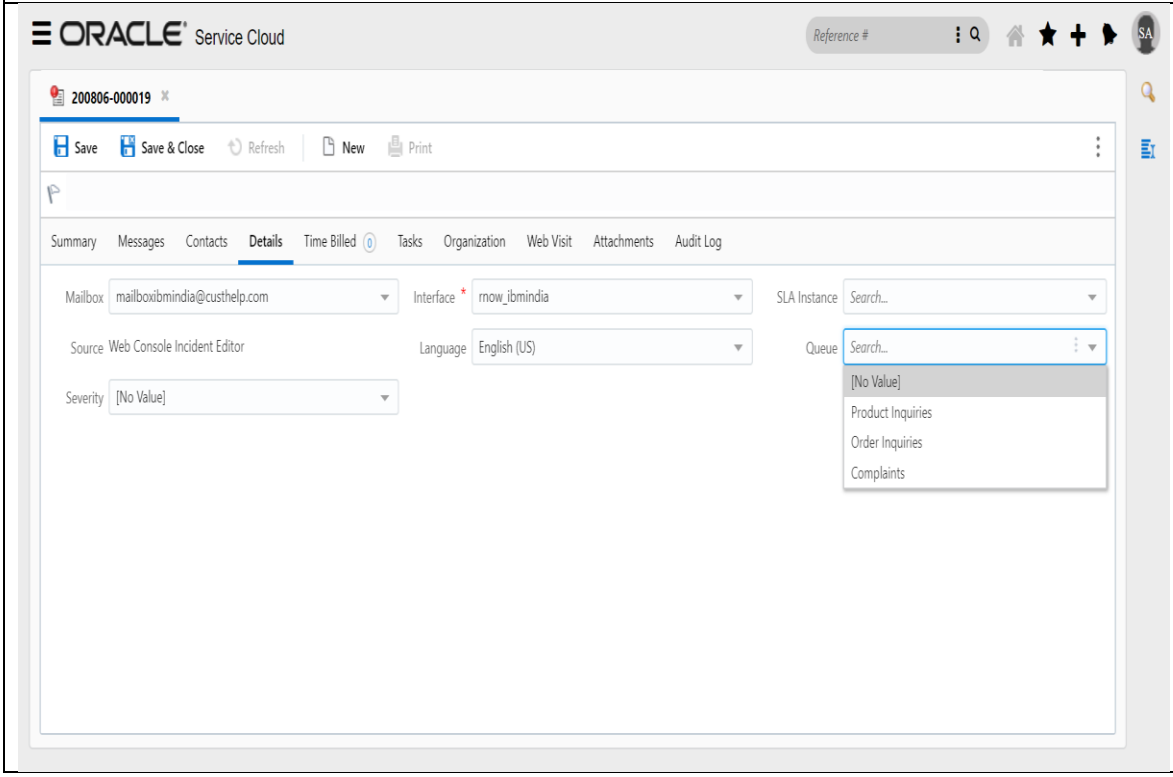
Status: Pass



Step No:12

Step Description: select the Queue

Expected Result: select the Queue

Actual Result: invalid element state
(Session info: chrome=84.0.4147.105)
Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'
System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'
Driver info: org.openqa.selenium.chrome.ChromeDriver
Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion: 84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b..., userDataDir: C:\Users\ABHIRA~1\AppData\L...}, goog:chromeOptions: {debuggerAddress: localhost:51626}, javascriptEnabled: true, networkConnectionEnabled: false, pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(), setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad: 300000, script: 30000}, unhandledPromptBehavior: dismiss and notify, webauthn:virtualAuthenticators: true}
Session ID: cd38169d83f8006efff8a1ddd48dcdb2

Status: Fail